

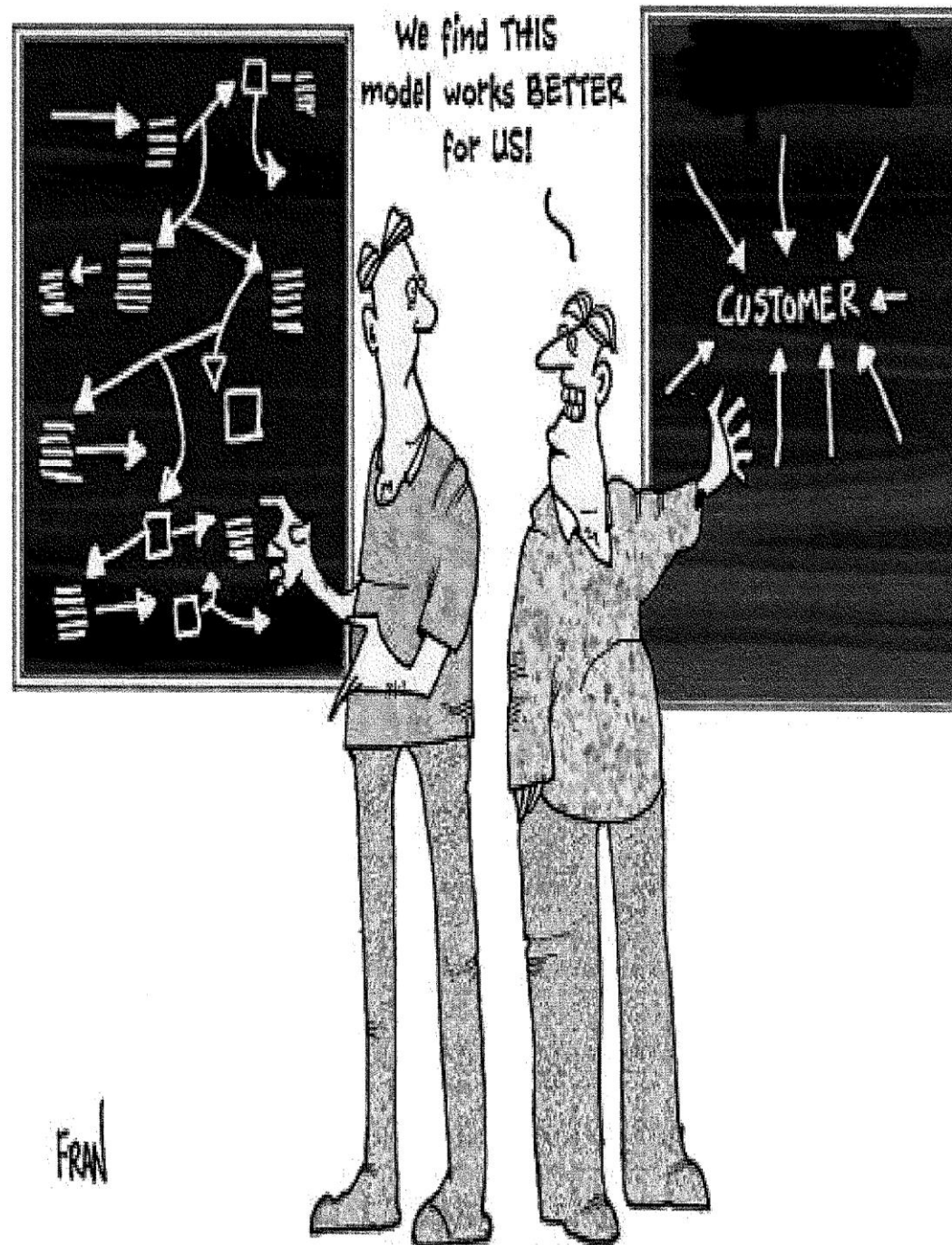
City Hall Call Center

City Council Workshop

Transforming the Call Center - Qualitative Focus, Quantitative Results Everybody in the Boat!



June 23, 2015



Process Improvement

Define Call Center Mission:

- Who we are:

We are the Voice of Wichita!

- Why we are here:

Make good things happen for other people!

- How we work:

Everybody in the Boat!

Process Improvement

Key Performance Indicators (KPI's) :

- Quality
50%
- Utilization
30%
- Average Handle Time
20%

Process Improvement

- Limited processing centered around quick response
- Metrics and Measures
- Schedules to meet demands

Process Improvement

- Quality Call monitoring with constructive coaching
- Training syllabus

Process Results

	2014 – Jan/May	2015 – Jan/May
Offered	109748	88878
Answered	91603	81541
Abandoned	18145	7335
% Abandon	16.53%	8.25%
Average Handle Time	6:27	5:18
Average Speed of Answer	2:38	1:46

Process Results

Date	Utilization	Calls	AHT	Quality	%Away	%Busy
6/1-6/5	87.0	135	6:02	95%	11.2	4.0
6/7-6/13	85.9	273	5:50		12.9	3.7

- Live monitoring of calls
- Instant Message live coaching
- Quality monitoring recorded calls
- Communicate – You own it

Motion Creates Motion

- Sharing process improvement through out the enterprise
- Successful re-launch of dialWichita Communication Center

Motion Creates Motion

- Multi-generational communication types
- Enterprise wide Quality Customer Service